(a) the number of manual telephone exchanges at the District Headquarter converted into electronic exchange in the State of Uttar Pradesh and the name of exchanges at District Headquarter still manually operated; and

(b) what steps are being taken to convert them into electronic exchange and by when all the telephone exchanges at District Headquarter in Uttar Pradesh would be converted in electronic exchange?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU): (a) 4 manual telephone exchanges during 1990-91 and 3 during 1991-92 were converted into electronic exchanges at District Headquarters in U.P. There is no manual telephone exchange at any District Headquarter now.

(b) Does not arise.

LP agents operating Post offices in the country

3687. SHRI B.K. HARIPRASAD: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether there are a large number of LP agents operating post offices in Delhi and elsewhere; if so, their number of operation indicating whether they are expected to observe the normal working hours and whether this is actually being observed;

(b) whether services of any of these LP agents have been terminated so far non compliance of these LP agents have been terminated so far for non compliance of the terms and conditions including strict observance of business hours; and

(c) whether Government propose to appoint Extra Departmental Staff to run these LP agencies by alloting each of these agencies to 3-4 of them for joint running of each agency?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU): (a) No, Sir. There are only 8 L operating in Delhi and 178 in the of the country. They have to work a minimum of three hours daily. can be extended by the agent to suit convenience of the public.

((b) No, Sir.

(c) There is no such proposal?

Automation of telephone system

3688. DR. NAUNIHAL SINGH: SHRI SOM PAL:

Will the Minister of COMMUNI TIONS be pleased to state:

(a) whether a scheme for total a mation of telephone system has t evolved by Government;

(b) if so, what are its salient feat and objectives; and

(c) the expenditure is likely to be curred on the scheme and by when i likely to be completed?

THE DEPUTY MINISTER IN T MINISTRY OF COMMUNICATIC (SHRI P. V. RANGAYYA NAI (a) Yes, Sir.

(b) According to available infor tion 417 manual telephone exchanges existing in the country as on 1.4.19 As a part of modernisation plan of telecom network to provide impro service to the users and also to in duce NSD/ISD/Group Dialling facilit Government have planned to repl these exchanges by Automatic Teleph Exchanges of suitable capacity.

(c) (i) 246 crores (Approx.).

(ii) By March, 1994.

Suggestion of Videsh Sanchar Niga Limited about handling of telephone traffic

3689. SHRI SURESH KALMAI Will the Minister of COMMUNIC TIONS be pleased to state:

(a) whether it is a fact that Vid Sanchar Nigam Limited has signed

Memorandum of Understanding with the Department of Telecom on the 28th July, 1992 regarding handling of telephone traffic during the current year; and

(b) if so, what are details of such Memorandum of Understanding?

THE DEPUTY MINISTOR IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU): (a) and (b) A Memorandum of Understanding (MOU) has been signed between Department of Telecommunications and Videsh Sanchar Nigam Ltd. (VSiNL) on 28.7.92 laying down the targets to be achieved by VSNL during 1992-93 in respect of important physical and financial parameters and quality of service indicators. The MOU also lays down the powers to be delegated and other support to be provided by the Government to the Company.

The salient provisions of the MOU are as follows:

	Target
A. *Parameter Physical*	
Telephone traffic	612 million paid minutes
B. *Financial*	
(i) Total Revenue	Rs. 660 crores
(ii) Net Foreign Exchange Earnings	US Dollar 52 million
(iii) Profit before Tax	Rs. 187.8 crores
C. *Quality of Service*	
Network availability	99.6%

अनिवार्य दूरभाष सेवाओं का कार्यकरण

3690. **श्री रजनी रंजन साहू :**
श्री सुरेश पचौरी :

क्या **संचार** मंत्री यह बताने की कृपा करेंगे कि :

(क) क्या सरकार 197, 199 ट्रंक बुकिंग और ट्रंक सहायता जैसी अनिवार्य दूरभाष सेवाओं में कार्यरत कर्मचारियों के व्यवहार, कार्यप्रणाली और कार्यनिष्पादन से संतुष्ट है ;

(ख) यदि नहीं, तो इन सेवाओं में सुधार करने के लिए क्या कदम उठाए जा रहे हैं; और

(ग) ये दूरभाष सेवायें आम आदमी की अपेक्षाओं को किस प्रकार पूरा कर रही हैं ?

संचार मंत्रालय में उप-मंत्री (श्री पी० वी० रंगैया नायडू) : (क) सरकार को, विशेष सेवाओं के कर्मचारी के रूखे व्यवहार के संबंध में समय-समय पर शिकायतें प्राप्त होती रहती हैं। यादृच्छिक प्रेक्षण से प्रचालकों के व्यवहार की समीक्षा की जाती है । प्रेक्षण के परिणामों और जनता से प्राप्त शिकायतों पर सुधारात्मक कार्रवाई की जाती है ।

(ख) उपभोक्ताओं से शिष्टतापूर्वक व्यवहार करने का प्रशिक्षण देने के लिए प्रचालकों के वास्ते पुनश्चर्या प्रशिक्षण कार्यक्रम आयोजित किये जाते हैं ।

(ग) देश के अधिसंख्य शहरों में उपभोक्ताओं द्वारा अनुभव की जा रही टेलीफोन सेवा की गुणवत्ता का आकलन एक स्वतंत्र एजेंसी द्वारा किया जाता है । यह एजेंसी विभाग से संबंधित नहीं होती है प्रभारी अधिकारी द्वारा उपचारात्मक कार्रवाई करने और सेवा में सुधार लाने की दृष्टि से इन रिपोर्टों का अध्ययन किया जाता है ।

विभाग के पास, सेवा की गुणवत्ता आकलन करने के लिए एक आंतरिक निगरानी व्यवस्था भी है ।